



## City of Austin - JOB DESCRIPTION



### Account Representative Senior

<b>FLSA:</b>	Standard/Exempt	<b>EEO Category:</b>	(20) Professionals
<b>Class Code:</b>	18630	<b>Salary Grade:</b>	ZB6
<b>Approved:</b>	November 09, 1999	<b>Last Revised:</b>	January 24, 2008

#### Purpose:

Responsible for representing Austin Energy's products and services to assigned commercial and industrial customers that require complex technical solutions. Utilize extensive knowledge of the electric industry to provide recommendations and solutions to assigned customers. Perform account management activities to build and maintain relationships with assigned customers and act as a resource and facilitator to resolve customer service issues as they arise.

#### Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Build and maintain excellent relationships with senior contacts at their assigned companies and good internal relationships with the Directors and VPs at Austin Energy.
2. Exhibit a thorough understanding of Austin Energy's technical/engineering products and services to assigned key account customers and/or customers with highly complex energy requirements.
3. Provide detail follow up to all major outages and voltage sags. Participate in a root cause analysis of the outages. Develop and track the progress on the resulting outage action items.
4. Write competitive sales proposals of various Austin Energy products and services.
5. Establish contacts and develop sales contact plan for service line.
6. Identify and develop sales opportunities for AE's technical products and services that result in win-win solutions for the customer energy needs.
7. Present customer needs to AE Management and act as the customer advocate at internal meetings.
8. Negotiate contract/bill of sales/agreement terms with legal, engineering and financial officers on the customer and AE side.
9. Negotiate and finalize contractual agreements.
10. Develop and deliver key account presentations to customer executives, management and consultants regarding products and services of Austin Energy.
11. Manage all activities associated with Key Account customers such as key management contacts, customer feedback, national/state/local contractual agreements for energy serviced payment processing.

#### Responsibilities - Supervisor and/or Leadership Exercised:

None.

#### Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Ability to produce creative/positive solutions for customer service need through negotiation or persuasion
- Ability to establish network of industry business contacts in vertical market
- Technical skill sufficient to allow for free and open communication within a highly specialized arena of specific vertical market assignment
- Technical knowledge of concepts, theories and applications for implementation of large capital projects
- Technical knowledge of specific areas for targeted products
- Strong organization skills and time management skills
- Excellent oral, written, presentation and communication skills
- Working knowledge of word processing, spreadsheet, presentation or other software applications

#### Minimum Qualifications:

- Graduation from an accredited four-year college or university with major course work in a field related to Business, Marketing, Engineering, Liberal Arts, plus four (4) years technical sales experience.
- Experience may substitute for education up to four (4) years

#### Licenses and Certifications Required:

None.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

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